

Section 3

Specification – Cluster 5.6

1. Introduction
2. Specification of outcomes required
3. High Level Specification
4. Establishment Specification

1. Introduction

- .1 Contracts are sought for provision of families and significant other services in line with the current HMPPS specifications; and other useful sources such as HMIP reports and reviews; and the establishments' own strategic analysis as to where it needs support from external partners.
- The primary aim of this specification is to actively support friends and families in maintaining positive links with friends and relatives who are in custody. HMPPS strategic aims with regard to family services are to reduce reoffending and intergenerational offending by supporting and enabling strong family community ties whilst offenders are in prison

The delivery of services to the children and families of offenders must be considered in the context of other cross government initiatives such as supporting 'troubled families'. This involves a partnership approach to whole family support. HMPPS is encouraging prisons and probation to participate in projects to support offenders' families within the community budgets initiatives.

- .2 Many families find the thought of visiting a relative or friend in prison both daunting and intimidating and the aim is to create a service, which in addition to providing information and support on the above mainstream services, provides for an excellent visiting experience for all ages in an environment which is both comfortable and welcoming.
- .3 Research has shown that maintaining family ties is essential if successful rehabilitation and reduced chances of reoffending are to be realised. Much work goes on within prisons which address offending behaviour however, it is essential that much more emphasis is placed on assisting families of offenders.
- 4 This specification should be read in conjunction with **PSI 15/2011** National Security Framework (Ref: NSF 10.1) Visits Function – Management of Security at Visits and **PSI 16/2011** Providing Visits and Services to Visitors. (Note – deregulation may change status of instructions)

2. Specification of Outcomes Required

- 2.1 The list below outlines the prison establishments taking part in this exercise. The successful Provider(s) will be required to deliver **all** the service elements for the awarded prisons in the following Lot.

Lot 5 – Kent, Sussex & Essex

Cluster 5.6 - Prisons within cluster

HMP High Down

2. High Level Specification

This high level specification Provides service areas which the Contractors will be required to provide to each establishment. **NOTE:** This high level specification was issued as part of the ITT for the framework agreement and is for reference in stage 2, bidders should refer to section 3 below for the individual establishment specification

High Level Specification	
5.1 Conduct Visits	
a)	Visits room play area
Objectives	Management
<p>Visits room play areas exist to provide an opportunity for children visiting prisoners to engage in play in sight of their parents, or appropriate accompanying adult, and under the care of suitable staff and/or volunteers. The play area facility will be available during all the agreed domestic visiting hours.</p> <p>From time to time individual prisons will arrange children's visits with the aim of providing quality time for prisoners and their children under supervision but apart from carers and other visitors. It is expected that the provider's staff, both paid and volunteer, will assist in the provision of children's visits as required.</p> <p>This could include the availability of play areas during visits, provision and maintenance of children's toys and qualified play workers</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams</p> <p>It is the responsibility of the contracted provider to manage the visits room play areas. The Governor (the Authority) of each prison will appoint a representative to oversee the management of the contract</p>
b)	Visits room refreshment facilities
Objectives	Management
<p>Refreshments provided should be suitable for all including dietary requirements and cultural needs. The facility is required to be open before the visits sessions to enable visitors to buy refreshments and does not impact on the time they have on their</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams</p> <p>It is the responsibility of the contracted provider to manage the refreshment facilities in the visits room. The Authority will nominate a representative to</p>

	<p>visit.</p> <p>As part of the service, the provider might offer a provision for visitors to purchase refreshments, stock refreshment facility (Tea, Coffee, Cold Drinks, Sandwiches, Snacks and Confectionary) reflecting cultural diversity.</p>	<p>oversee the operation of the refreshment facility in each establishment. Some establishments currently have refreshment facilities in place that are not run by the current provider, but are managed by volunteers. The contracted provider would be responsible for managing the refreshment facilities in the visits room.</p>
5.2 Services for Visitors		
c)	Visits Centre	
	Objectives	Management
	<p>Prisoners have a statutory entitlement to receive visits and, consequently, there is a need to provide for the needs of visitors. Prisons have an obligation to actively encourage prisoners to maintain outside contacts and meaningful family ties and sustain relationships with close relatives, partners and friends and are important tools in a prisoner's rehabilitation.</p> <p>As part of the service, the provider might offer provision for Staffing of Visitors centre, specific opening times of facility; Information provided to visitors about support services; signposting to specialist services; information about Assisted Prison Visits Scheme; information to meet needs of people with protected characteristics (BAME, Women, Children, Non-English speaking visitors, complaints procedure)</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams</p> <p>It is the responsibility of the contracted provider to manage the resources and staff engaged in any enrichment activity and plan interventions to meet the needs of offenders and their children and social visitors. The Authority will nominate a representative to oversee the operation of any enrichment activity in each establishment</p> <p>There is an area at each establishment for visitors to wait in, prior to a visit and where provision is made for the secure storage of personal possessions and for the anonymous disposal of illicit items. There is an opportunity for visitors to receive visits and support information and to provide feedback regarding their visits experience.</p> <p>The delivery of services to the children and families of offenders must be considered in the context of other cross government initiatives around supporting troubled families. This involves a partnership approach to whole family support. The statutory framework for this, in both England and Wales, is the Children Act 2004, requiring agencies to make arrangements to safeguard and promote the welfare of children. Both Prison Governors and probation providers have important duties under the Act, many of which are associated with either the child's right to contact with parents who are held in custody or with the safeguarding and wellbeing of children with whom they have contact.</p>
d)	Visits enrichment activity	

	Objectives	Management
	<p>The purpose of enrichment activity services is to support families, children or young people with a parent or close relative in prison and offenders who need parenting interventions, family liaison or support.</p> <p>This may include the provision of relationship/family support to prisoners, homework support, and communication with establishment departments regarding welfare and safeguarding issues.</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams</p> <p>It is the responsibility of the contracted provider to manage the resources and staff engaged in any enrichment activity and plan interventions to meet the needs of offenders and their children and social visitors. The Authority will nominate a representative to oversee the operation of any enrichment activity in each establishment.</p>
e)	Family visits days	
	Objectives	Management
	<p>Family days are planned events that take place at different frequencies depending on the prison schedule that the provider will deliver. During a family day a range of activities might take place that support the relationship between prisoners and their significant others. Services such as parenting, sports days, where the facility is available, cooking together and other related activities to support the parental contact visits.</p> <p>The providers may be required to run or support the delivery of family days at times specified by the establishments.</p>	<p>It is the responsibility of the contracted provider to manage the resources and staff engaged in family days and to work in partnership with the authority to plan and deliver 4activities to meet the need of the prisoners and their family.</p>
5.3 Visits Bookings		
f)	Visits bookings	
	Objectives	Management
	<p>Where this service is required, the Visits Booking Service allows social and professional visitors to arrange a time whereby they can meet with a specific prisoner. The service quickly and efficiently matches the visitor and prisoner to the available visits capacity and in</p>	<p>It is the responsibility of the contracted provider to manage the resources and staff engaged in visits booking and ensure that regular feedback is taken and reviewed to continually improve the service. When a visitor arrives at the visitors centre, the provider staff will confirm that the visit is booked by cross referencing with the visits list. The prison will nominate a representative to oversee the arrangements for visits</p>

<p>a way which balances convenience and accessibility for the visitor with the need for efficiency and security. Prisoners and their families are able to pre-book visits and that this is honoured on the day of the visit. Examples of this service may include Visits booking services - booking taxi's for visitors; booking visitors in and checking that they have appropriate identification; check for welfare issues.</p>	<p>booking in each establishment that requires this service. The Authority will nominate a representative to oversee the operation of any visits booking/visitor approval in each establishment.</p>
--	--

5.4 Family Advice/Engagement Work		
g) Family advice/ engagement worker		
	Objectives	Management
	<p>Providers are required to provide workers to work directly with prisoners and their families to encourage maintaining positive family links and work with the prison on family days and other enrichment activities.</p> <p>Requirements of the role of a support worker will vary according to the specification of the prison. A family link worker might conduct family links in a family link room during visits sessions (fathers with new born children, children with disabilities). Can also be used for family mediation, family bereavement counselling and couples counselling. The role of family support/engagement workers will vary depending on the needs identified of the prisons in the specific establishment.</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams. Manage and co-ordinate the support available for prisoners that their families, addressing the key barriers that prevent prisoners and their families from accessing the support they need. The focus will be on ensuring safer custody and reducing self-harm from vulnerable individuals through building, maintaining and strengthening family relations. The role includes case management of prisoners and families; development of care pathways through liaison with other service providers in prison and the community and delivery of one to one and group support. It is expected that the person in this role would build strong links within the prison with departments that support vulnerable prisoners as well as with initiatives outside of the prison.</p> <p>The day to day work of the worker will be overseen by the Governors representative, although line management and supervision will be provided by the contracted provider.</p>
h) Family advice/ engagement and Relationship		
	Objectives	Management
	<p>Providers are required to work with prisoners and their families to encourage maintaining positive family links and work with the prison on other enrichment activities.</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams. Manage and co-ordinate the support available for prisoners that their families, addressing the key barriers that prevent prisoners and their families from accessing the support they need. The focus will be on ensuring safer custody and reducing self-harm from vulnerable individuals through building, maintaining and strengthening family relations</p>
5.5 Family Relationship Course/ Interventions		
i) Family Relationship Course/ Interventions		
	Objectives	Management
	<p>Interventions and courses are also expected to be provided in some prisons. This may include</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management</p>

	<p>educational or behaviour management accredited intervention programmes that help prisoners and their families work together to build links and positive relationships. Courses may include parenting and family relationship courses, family learning such as overseeing children's homework and so on. Family relationship course/intervention.</p>	<p>teams</p> <p>The provider must ensure that all staff working with prisoners and their family and significant others are suitably qualified and skilled in delivering programmes and are DBS cleared. Courses must be accredited and the quality of such interventions monitored. It is the responsibility of the contracted provider to manage the resources and staff in the All Faiths Centre in partnership with the Chaplaincy and Family Engagement Worker. The Head of Operations will oversee the operation of the Parenting Programme and Parenting Visits.</p>
<p>5.6 Welfare Services</p>		
j)	Welfare Services	
	<p>Objectives</p>	<p>Management</p>
	<p>Provide advice, assistance and information to detainees who have welfare related issues and/ or conclusion of any personal issues systematically during induction and throughout detainee's detention, as well as upon release to ensure all welfare needs have been met. To offer practical support for detainees in preparation for release, transfer or removal. Provide information about sources of support in destination countries. Establish links with local and national Non-Government Organisations (NGO's)'s who may provide additional assistance to detainees.</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Centre Managers and their senior management teams</p> <p>The provider must ensure that all staff working with Detainees, their family and significant others are suitably qualified and skilled in providing practical support and are DBS cleared. The contracted provider must keep accurate records of all enquiries from detainees and actions completed and share with the Authority. The contracted provider must produce quarterly reports.</p>

3. Establishment Specification

This Establishment specification Provides service areas which the Contractors will be required to provide to the individual establishment within the cluster.

HMP HIGHDOWN	
5.1 Conduct Visits	
a)	<p>Visits room play area</p> <p>Provide a well-stocked play area providing a range of age appropriate toys and activities for children and young people in the Visitors centre. The management, maintenance, cleaning and replenishment of this area is the responsibility of the provider. This area will be open 30 minutes before the visits session starts and will close 30 minutes before the end of the visits session. There will be no supervision required for this area. (Visitors responsible for supervision)</p> <p>Provide a well-stocked play area providing a range of age appropriate toys and activities for children and young people in the Visits Hall. Trained play workers and volunteers are responsible for ensuring that there are suitable activities for all children under 18, which is both stimulating and engaging.</p> <p>This area should be supervised with a minimum of 1 member of staff for the duration of all visits and there is an expectation that the worker/s will be there at least 30 minutes prior to the visits session to set up.</p> <p>The times of visits are: -</p> <p>[REDACTED] under Section 24 of the FOIA: Safeguarding national security</p>
b)	<p>Visits room refreshment facilities</p> <p>Provide staff and goods to run a snack bar service in the Visitors Centre and Visits hall for the duration of visits.</p> <p>The times of visits are: -</p> <p>[REDACTED] under Section 24 of the FOIA: Safeguarding national security</p> <p>The visitors centre facility should be available at least 30 minutes prior to the Visits session commencing.</p> <p>The Visitors centre will not serve the same range of food as the visits hall. The Visitors centre should serve a small range of hot and cold beverages and simple snacks such as Crisps and chocolate. The main range of snacks should be served in the Visits hall.</p> <p>The Visits hall snack bar should serve a range of hot and cold beverages and a selection of cold snacks, such as Crisps, Chocolate, Sandwiches and/or Paninis, cakes and healthy snacks.</p> <p>The provider is expected to provide affordable good quality food and drinks in both snack bars during visits and Family days.</p>
5.2 Services for Visitors	
c)	Services for visitors – Visits Centre

Run the Visitors Centre for the establishment during all visits days and times and provide reception services to visitors, this includes meet and greet during visiting opening times and at least 30 min's prior to visits,

Facilitate phone and email support to visitors to provide advice and guidance between visits. The guidance will include, assisted visits information, location information, visiting times, additional support for First time visitors and any other signposting that arises from queries.

Develop and maintain a 'first time' pack which can be provided in hard copy, or emailed, to new visitors and also published on HMP High Down websites (as required).

'Meet at Gate' service for first time Visitors to guide them through the Visits process and

Pre-booked 1-to-1 post-visit support for first time Visitors who have specific needs or concerns. This service should be available at least twice a week.

These 1-to-1 appointments should also be made available for all visitors as required, to provide support and guidance to family members at least twice a week. A drop-in session during visiting times must also be made available.

Development of information hub within the centre, including maintenance of a local services directory, with dynamic information boards and promotional material about services identified as being relevant and required by the client group.

Lead responsibility for the development of the Centre and visitors Centre/waiting area as welcoming, family friendly facilities, providing accurate and useful information in accessible formats to meet a range of needs.

The provider is expected to provide decent, indoor facilities with toilets, seating and baby changing facilities which visitors may access when visiting.

Visitors should be able to securely store personal property and items not permitted within the establishment and may anonymously surrender illicit articles.

Visitors must receive understandable basic information on support services for families and signposting to specialist services.

Accurate information about the Assisted Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.

A range of information must be provided on support services such as, but not limited to, debt advice, employment and skills, children's services, drug / alcohol support, women's services, housing, health and wellbeing. This should be in the form of literature, posters and IT sources where possible and should be linked to the main stream providers working within the Offender Family and Community Resource Centre.

Information must be available and a range of support services must be offered which reflects the needs of BME visitors, women, children, carers, non-English speaking visitors.

Literature is appropriate to the needs of those with low literacy skills.

Information is available from a variety of sources - written, electronic and visual for visitors / families and friends of offenders to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related

	<p>to their visits.</p> <p>HMP High Down, is due to re-role to a category C Prison in early 2018 the visits sessions currently run on [REDACTED] under Section 24 of the FOIA: Safeguarding national security and this will be subject to change when the establishment re-roles.</p>
d)	Visits enrichment activity
	<p>Identify and refer suitable candidates to the Novus Homework club</p> <p>Develop child centred activities such as Dad's Play and Baby Clubs.</p> <p>Develop new and innovative services such as Fathers and child football/activity sessions, and other sports related events in consultation with the establishment gymnasium team.</p> <p>Work collaboratively and collegiately with offender management, and other agencies in the establishment and community providing complementary services including education providers, chaplaincy, Library, Shannon Trust, Storybook dads, industries, local authorities and others. The remit is to actively refer as suitable candidates are identified.</p>
e)	Children's visits days
	<p>Organise min of 6 family visits per year, 4 of which should be Father and child/ren only, during school holidays with the support of the Resettlement Team.</p> <p>These sessions will run between 09:00 and 14:00 on days agreed in advance with the provider</p>
5.3 Visits Bookings	
f)	Visits bookings
	<p>Manage the visits booking processes by providing 2 x booking lines, emailing facility and online booking.</p> <p>The visits booking line will be open: - [REDACTED] under Section 24 of the FOIA: Safeguarding national security</p>

5.4 Family Advice/Engagement Work	
g)	Family advice/ engagement worker
	<p>Provide support to families and a range of interventions, either in 1-2-1 or group sessions to support Offenders and their families with issues relating to the imprisonment of a family member, including liaison with HMP Staff and agencies and signposting/referring to other services as appropriate.</p> <p>Recruit and train Family Champions from within the prison population.</p> <p>Prison Induction – To provide a range of information about their services to prisoners as part of the induction programme.</p> <p>Identify family issues of vulnerable/violent prisoners and work with the families to enable access to a full regime, with family support, and re-establish family ties for</p>

support on release.

Work with both the family and offender to increase the likelihood of a successful release back into the family environment.

Work with both the family and offender to address any criminogenic issues that support a pro-criminal attitude.

Recommendations from provider of required family interventions to meet the identified needs of population around improving family ties/engagement.

Attendance at the Monthly Reducing Re-offending meeting as a member of the strategy group.

Engagement with local community – Local authorities/troubled families' initiative.

Be involved with the planning and running of the Family events.

This post is expected to be for 37 hours per week.